



**PROTECTING
JEWISH LIFE**
& JEWISH WAY OF LIFE

UJA COMMUNITY SECURITY

SYNAGOGUE SECURITY PLANNING GUIDE



UJA FEDERATION
of Greater Toronto

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WHY SYNAGOGUE SECURITY MATTERS

The synagogue is the cornerstone of the Jewish way of life. It is where the community assembles for worship and important rites of passage are celebrated. As such, it is the quintessential symbol of Jewish life. This is why we want to help create the safest possible environment within which the community can thrive.

Security measures are not implemented for inconvenience or embarrassment – they are critical to preserving the primary purpose of our houses of worship as open and inviting sanctuaries

Those who wish to do harm to our community have often chosen the synagogue as their target. While there are currently no known or direct threats to our synagogues, we must be proactive and prepared should this situation change. Security measures are not implemented for inconvenience or embarrassment – they are critical to preserving the primary purpose of our houses of worship as open and inviting sanctuaries. This Synagogue Security Planning Guide outlines some important security considerations, tips, and best practices to help clergy, professional staff, volunteers, and members in their efforts to secure their facilities.

IN AN EMERGENCY:

Always call 911 and/or local first responders (i.e. police, ambulance, fire).

SUSPICIOUS ACTIVITY:

All incidents and suspicious activity should be reported to local police.

CONTACTING UJA COMMUNITY SECURITY:

Immediately after contacting police, please contact UJA Community Security on our 24/7 hotline (416-635-5600) so that we can provide advice and assistance, as well as communicate to the broader community as required. The hotline is also always open for any questions you may have for the UJA Community Security team.



WHAT IS UNIQUE TO SYNAGOGUE SECURITY?

SYNAGOGUES PRESENT SOME UNIQUE AND COMPLEX SECURITY CHALLENGES. THESE INCLUDE:

LOCATION

Synagogues are often located in urban environments. This means someone wishing to do harm is afforded several advantages. Densely populated areas with high levels of foot and vehicle traffic can easily allow an adversary many opportunities to blend in to conduct surveillance of security measures, patterns, and routines. Further, the ability to get close to the synagogue with a vehicle can afford an adversary speed, surprise, and momentum for an attack. Situational awareness and constant vigilance are exceedingly important to allow for early detection, fast response, and effective intervention for any incident.

CROWDS

At various times of the year, such as the High Holidays, synagogues can see significant increases in crowd sizes. Many of these community members may not attend synagogue regularly and may be unaware of the facility's security procedures. They may also be impatient as they anticipate the event for which they have come. While there will be a need to move large crowds quickly, and some flexibility in security procedures may be required, security should not be compromised. **Early and regular communication to the congregation about what to expect when coming to synagogue during peak times is critical to help manage expectations.**

VISITORS

It is not uncommon for synagogues to receive unannounced visitors, like a friend of a member visiting from out of town. Screening processes for visitors are common in many Jewish communities, and the imposition of security measures should not be an impediment to an open and inviting environment. Ideally synagogues should have a system in place where visitors are sponsored by a member and arrangements, including verification of identity of the visitor, are completed in advance. If not, it will be up to clergy, professional staff, or volunteers to screen the visitor prior to entry by asking questions to establish the visitor's identity and purpose. **Remember, synagogues are private property and it is up to the organization to permit or deny entry.** While there will be a strong desire to grant access to visitors, security measures should not be compromised.

SPECIAL EVENTS

Many synagogues rent space to the community for special events (i.e. weddings). Not only are these special events important to the Jewish way of life, the practice of event rentals is often critical for the financial health of the organization. But these events can create security vulnerabilities for your organization, as facility staff are often not present and/or may not know who is in the facility. Every effort should be made to maintain consistency in security measures for special events that are routinely in place (e.g. for services). This may include access control (i.e. locked doors) and screening of guests.

We can handle these challenges by being proactive, prepared, and practiced in the security plans, protocols, and measures we implement.



HOW TO PLAN FOR SYNAGOGUE SECURITY

Security and safety should be a primary consideration for all synagogue clergy, professional staff, volunteers, and members. In the same way you plan services and events, you should plan for security. Incorporate security measures into everything you do.

UJA Community Security advocates security plans based on four pillars: Training, Awareness, Protocols, and Physical Measures.



TRAINING



- **Threat & Awareness Annual Briefing:** Ensure that all clergy, professional staff, volunteers, and members complete an annual Threat & Awareness briefing, so that they can identify suspicious activity and know how to respond
- **Active Attacker Training:** Ensure that all clergy, professional staff, volunteers, and members complete Active Attacker training and drills (a.k.a. Run. Hide. Fight.) at least once per year so they are prepared for a worst-case scenario
- **Trauma First-aid Annual Training:** Key contacts (e.g. clergy, professional staff, volunteers) receive trauma first-aid training (i.e. tourniquets) annually.
- **Advanced Training:** More advanced training is available should the organization wish to create a volunteer security team. This additional layer of security is highly encouraged. Please get in touch with UJA Community Security for more information.

AWARENESS

Ensure that:

- Key contacts (e.g. clergy, professional staff, volunteers) receive UJA Community Security notices
- All clergy, professional staff, and volunteers are briefed on any relevant Community Security notices
- All clergy, professional staff, and volunteers understand the synagogues security plans, procedures, and measures
 - This not only includes the “what” but the “why” so that decisions can be made quickly when a situation doesn’t quite fit an existing protocol
- All members are briefed on the synagogue’s security protocols as required/relevant
- All clergy, professional staff, volunteers, and members know how to report any suspicious activity to appropriate staff
- All key contacts (e.g. clergy, professional staff, volunteers) have important phone numbers programmed into their phones and those numbers are posted in visible locations near any landlines:
 - Local police, fire, and ambulance
 - Building contacts (e.g. facility staff, private security company, alarm monitoring company, catering staff)
 - UJA Community Security hotline (416-635-5600)



PHYSICAL AND TECHNICAL MEASURES

Physical and technical security measures form an integral part to the overall security system and your facility. More often than not, recommendations pertaining to physical and technical measures evolve and change as the world does. This subject is often the cause of debate and can result in a high cost to the organization.

UJA Community Security advises you to consider implementing six fundamental and foundational physical and technical measures as a starting point. These six fundamentals are cost effective and yield strong results.

1. Be able to lock doors and windows

We advocate that all points of access to the building are locked (in accordance with any safety regulations) and use a single point of access (i.e. main door) to create a secure perimeter that can be easily controlled.

2. Access control

We advocate that organizations have a system in place to screen visitors before they are allowed access through the secure perimeter. Ideally this is done with technology and protocols (i.e. an intercom with camera so you can ask questions to screen the visitor). Someone should always be designated to deal with any visitors 24/7 (see discussion of visitor protocols above).

3. Alert system

If an emergency situation occurs, it is crucial for your organization to have a robust communication system to warn and alert people throughout the building. Schools, for example, are often well prepared in this regard because they already have PA systems. If your synagogue does not have a PA system, you can use improvised methods, including megaphones, whistles or air horns. Whatever method you use, it needs to be loud and distinct (i.e. not the same sound as a fire alarm). If people hear that sound, they need to know they should stop whatever they are doing and initiate their emergency protocols.

4. Ability to call 911

An organization should always be able to call 911, including on Shabbat, to get police on the scene as quickly as possible. As many members as possible should always have their cell phones readily available, switched on but silenced.

5. Safe spaces

We advocate that an organization creates as many safe spaces as possible and makes sure building occupants are aware of their locations. Often this can be done with relatively minor upgrades, such as adding a lock to a door. It is also worth the time for every member to know every nook and cranny of the building (e.g. which doors lock and which don't, where hiding spaces are located, which doors lead outside, etc.). We know from past attacks that detailed knowledge can save lives.

6. Medical supplies, food, and water

We advocate that an organization store caches of tourniquets and other medical supplies, along with some food and water, in various parts of the building. If a worst-case scenario happens, there could be seriously wounded people and/or you could be locked in a safe space for many hours while the police deal with the threat.

PROTOCOLS

Protocols do not have to be extensive to be effective. Most protocols can be adequately documented on a single page in bullet-point form. Remember, the target audience is someone dealing with an emergency!



This Synagogue Security Planning Guide includes protocols for several common security incidents you may encounter. You can use this guide as a starting point, by either customizing the content to your needs or building off the content to develop protocols unique to your needs.

When drafting your protocols ensure that you consider both routine and emergency scenarios.

The following protocols are provided as examples in order to allow Jewish institutions to create a customized and specific set of protocols for their facility.

ROUTINE PROTOCOLS

All items below are a set of best practices that should be implemented throughout the week, Shabbat services, events, and Chagim. All protocols pertaining to your organization should be kept confidential, and saved in a secure location.

If your organization contracts out to third parties, they should be briefed of your protocols and expectations, and ensure they are aligned with any of the service provider's procedures.

ACCESS CONTROL

Alarm on/off procedure

- Keep a confidential record of who has the alarm code
- Outline the activation and deactivation times
- What is the procedure when the alarm is triggered? (Consideration: remote CCTV access and a call list for the alarm monitoring company.)
- Who is the alarm monitoring company and what is their contact information?
- Ensure all information pertaining to access control is securely stored and do not include the alarm code in your protocol.

Swipe card access

- Keep a confidential record of who has swipe cards and/or special permissions (e.g. specify who would have access during operating hours and who would have access outside of operating hours)
- Ensure all information pertaining to swipe card access is securely stored and regularly updated

Entry points

- Identify the primary and secondary entry points
- Ideally have a locked door policy (i.e. door is always locked and only opened to grant access once visitors are screened)
- Identify loading dock/service entry points and ensure the use of these access points are addressed in your security plans and protocols
- Identify parking lot access and procedure pertaining to use of the parking lot (i.e. is the parking lot locked outside business hours?)

Visitors

- Create a sign-in protocol, where all visitors sign in and out and produce a form of identification prior to entering your facility
- Create an **Expected Visitors Register** that includes these fields:
 - Name
 - Expected company arrival time
 - Visit purpose
 - Cell phone
 - Signature

- Ensure all staff are made aware each day of the expected visitors (consideration: whether this register is accessible to all staff.)
- For your intercom:
 - Who answers the intercom?
 - What questions should they ask?

Deliveries and packages

- Create an **Expected Deliveries Register**. Ensure all staff are made aware each day of the expected deliveries. (Consideration: whether this register is accessible to all staff.)
- Specify who collects the mail and how is it processed (e.g. are packages processed in a safe space away from others? Is the person processing mail trained to identify suspicious indicators?)
- Review and include content from the 2019 UJA Community Security Guide for additional tips, considerations, and best practices. Please get in contact with UJA Community Security if you would like a copy.

LEVERAGING AVAILABLE RESOURCES AND RELATIONSHIPS



MEDICAL STAFF

If you have medical staff in your congregation (e.g. a physician, a Hatzalah volunteer), they may be used to deliver trauma first-aid training and could be a vital resource in a worst-case scenario. You should ensure they are an integral component of your security plan and preparations.

LOCAL RESOURCES

You should try to develop a relationship with local police, fire, and ambulance and invite them to your synagogue. At a minimum, you should visit the local police, fire, and ambulance stations once a year, introduce yourself, and provide them a list of key contacts, a map of your building, and a copy of your emergency protocols so they know what to expect if they are ever dispatched.

VOLUNTEERS

Many synagogues around the world have some form of a volunteer security team, especially at peak times of the year (e.g. Shabbat, High Holidays). While these volunteers are not licensed security guards and may be limited in the duties they can perform, the volunteer security team can fulfill critical functions, with or without the presence of paid-duty police or private security. These include identifying and reporting any suspicious activity or potential threats, access control, visitor screening, and emergency response. When using volunteers, any limitations to their role must be made clear. Security volunteers should, at a minimum, be equipped with flashlights, a cell phone to contact 911, a whistle, and some method to alert the synagogue to danger (see discussion on alert systems under the Physical and Technical Measures section). In an emergency, they should call 911.



DAILY ROUTINES

In addition to your routine and emergency protocols, you should have a daily security checklist to ensure your best laid plans, protocols, and measures are available and ready to use. The following are a few examples.



EVERY MORNING:

- Debrief the night security guard with any observations or potential concerns (if applicable)
- Review any CCTV footage for suspicious activity
- Sweep the building and property for any suspicious packages, people, or vehicles so you are starting the day in a “known safe state”
- Ensure all access control measures are in place (e.g. doors and windows are locked, designated visitor contact is on duty)
- Ensure all security measures are in working order and located where they are supposed to be (e.g. door locks, alert systems, medical supplies, phone lists)
- Ensure all clergy, professional staff, volunteers, and members are accounted for (as applicable)

DURING THE DAY:

- Be aware of any suspicious activity at or around the building, such as objects, people, or vehicles
- Be aware of any unidentified visitors (e.g. someone not wearing the prescribed identification, like a visitor badge)
- Engage unknown visitors to determine who they are and whether they are a threat. If you are uncomfortable or do not feel safe doing so, tell someone else who can help
- Report any broken, missing, or disturbed security measures to the appropriate contact so they can be addressed ASAP (e.g. open gates, broken locks, missing medical supplies)
- Ensure all clergy, professional staff, volunteers, and members are accounted for (as applicable)

EVERY EVENING (BEFORE IT GETS DARK):

- Ensure the night security guard is properly equipped and understands his/her duties (as applicable)
- Confirm the CCTV is functioning and recording
- Sweep the building and property for any suspicious packages, people, or vehicles so you are ending the day in a “known safe state”
- Make sure all visitors from the day have been accounted for (i.e. all signed out)
- Ensure all visitor control measures are in place (e.g. doors are locked, gates are closed)
- Confirm all security measures are in working order and located where they are supposed to be (e.g. door locks, alert systems, medical supplies, phone lists)
- Ensure all clergy, professional staff, volunteers and members are accounted for (as applicable)

EMERGENCY PROTOCOLS

No one wants to face a worst-case scenario. Our preventative measures are there to help us avoid having to do so. But if the worst-case scenario happens, we must be prepared.

TERMINOLOGY SNAPSHOT

You need to have emergency protocols in place. Everyone needs to know them. Everyone needs to practice them. While we can't control many factors that lead to worst-case scenarios, we can control how prepared we are to face them.

Lockdown: When there is a major incident or threat of violence within the facility or near the facility

Hold and Secure: Possible danger in the neighbourhood

Shelter in Place: Possible environmental danger in the neighbourhood

Bomb Threat: Any conveyance of a message that is designed to warn and/or alarm people to an impending detonation of an explosive or incendiary device to cause damage, death or injuries, whether or not such a device actually exists

LOCKDOWN

A lockdown occurs when there is a major incident or threat of violence within the facility or near the facility.

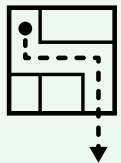
While there are various options available to help you save your life in a lockdown scenario (see below), the term “lockdown” is still commonly used to alert people to the threat. It is a clear warning that is easy to say, rather than using code words that could be confusing.

You can use various means to alert others. As previously discussed, these can include PA systems, loud hailers, whistles, or air horns. You can also yell “lockdown” as you initiate the emergency protocols. In some cases, alerting others may not be possible, which is why EVERYONE needs to know the options to help save their lives.

In a lockdown you have three basic options: Run. Hide. Fight. These are not necessarily an escalation and you could end up using more than one option based on the conditions. You will have to make decisions for yourself based on the situation.

RUN

- If there is a safe way out, stop what you are doing and run!
- Leave your belongings behind
- Help others to escape, but don't let indecision slow you down
- Call 911 when you are safe
- Prevent others from entering the area



HAVE AN
ESCAPE PLAN



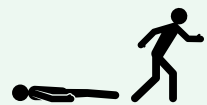
EVACUATE



LEAVE YOUR
BELONGINGS



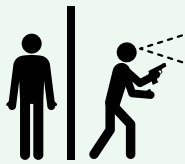
HELP OTHERS
IF POSSIBLE



DO NOT MOVE
WOUNDED PEOPLE

HIDE

- Be out of sight and silent
- Lock and barricade the door, when possible
- Hide behind large, solid objects that could help protect you
- Silence your cell phone or turn it off (not vibrate mode)
- Turn off the lights and close the blinds
- Collect improvised weapons and make a plan of attack in case you need it
- If the situation changes, you may decide to run



KEEP OUT OF VIEW
FROM THE THREAT



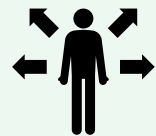
LOCK DOORS
AND BLOCK THEM
WITH FURNITURE



SILENCE PHONE



BE QUIET



KEEP YOUR OPTIONS
FOR MOVEMENT

FIGHT AND DEFEND YOURSELF

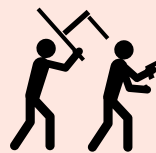
- Don't panic – you have every right to defend yourself and your best chance for survival now is to literally fight for your life
- Use improvised weapons, like scissors, furniture, fire extinguishers, or keys
- Incapacitate the assailant
- Commit to and act with physical aggression



ACT AGGRESSIVELY



INCAPACITATE
THE ACTIVE THREAT



USE IMPROVISED
WEAPONS

CALL 911 ONLY WHEN IT'S SAFE TO DO SO

WHAT DOES THE 911 OPERATOR NEED?

- Your exact location
- Number of assailants and their descriptions
- Types of weapons seen or heard
- Any information on injuries

Remain calm and answer the questions asked of you.

A 911 operator has a series of questions they need to get through to get you the appropriate help.



CALL 911
WHEN YOU ARE SAFE

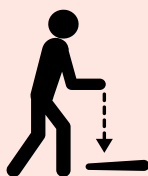


GIVE INFORMATION
TO THE OPERATOR

WHAT DO I DO WHEN THE POLICE ARRIVE?

Stay calm and follow instructions from first responders. Their first priority is to locate and stop the threat and prevent further harm to innocent people. They may need to bypass injured people until it is safe to begin rescue and medical aid.

- Put down anything you might have in your hands, such as phones or purses
- Keep your hands visible, slowly raise them, and spread your fingers
- DO NOT yell, run, or point at officers
- Answer questions calmly and concisely
- Police may yell or use profane language in the heat of the moment; don't take anything personally – they are there to save you



DROP ANY OBJECT



KEEP HANDS VISIBLE



FOLLOW THE INSTRUCTIONS
OF POLICE OFFICERS

OTHER EMERGENCY SCENARIOS

There are some other emergency scenarios for which you should prepare:

HOLD AND SECURE

Hold and Secure can be activated if there is possible danger in the neighbourhood (e.g. a police incident in the neighbourhood). If a hold and secure is initiated, you should:

- Move to a safe space, ideally indoors
- Close and lock exterior doors, where possible
- Assign designated staff to monitor entrances/exits
- Close windows and window coverings, where possible and safe to do so
- Put all cell phones and/or personal electronic devices on SILENT
- Continue regular indoor routines if safe to do so, but all outside activities are cancelled
- Remain in place until the appropriate staff announces hold and secure has been lifted

SHELTER IN PLACE

Shelter in Place can be activated when there is possible environmental danger in the neighbourhood (e.g. a storm, gas leak). If a shelter in place alert is initiated, you should:

- Move to a safe space, ideally indoors
- Close and lock exterior doors, where possible
- Assign designated staff to monitor entrances/exits
- Turn off any air exchange system that draws from outside
- Close windows and window coverings, where possible and safe to do so
- Put all cell phones and/or personal electronic devices on SILENT
- Continue regular indoor routines if safe to do so, but all outside activities are cancelled
- Remain in place until the appropriate staff announces shelter in place has been lifted

BOMB THREAT:

If you receive a bomb threat, document details and contact police for direction.

If you discover a suspicious item, do not touch it and notify police immediately for direction.

Delegate another adult to initiate a visual scan (see below) and/or determine if relocation or evacuation of people is necessary.

- If a suspicious package is found, do not use any electronic device, cell phone, or walkie talkie in close proximity
- If ordered to evacuate, remain at the evacuation site until the police provide further instruction
- If instructed to evacuate, be aware of your evacuation route and continually scan your surroundings until safely at the evacuation site
- If an explosive incident occurs, follow evacuation procedures and contact police

VISUAL SCAN

Visual scan is used when there is a threat of an explosive or incendiary device to cause damage, death, or injuries, whether such a device actually exists or not.

If you receive a bomb threat, document details and report to the appropriate staff and contact police for direction. If you discover a suspicious item, do not touch it. Notify appropriate staff and contact police for direction. If a visual scan is initiated, you should:

- Visually scan and/or determine if relocation or evacuation is necessary (e.g. look for any unknown or suspicious objects around you)
- If a suspicious package is found, DO NOT use any electronic device, cell phone, or walkie-talkie in proximity
- If ordered to evacuate, move to a pre-designated location and remain at the evacuation site until appropriate staff or the police provide further instruction
- If instructed to evacuate, be aware of the evacuation route and continually scan your surroundings until safely at the evacuation site
- If an explosive incident occurs, follow established evacuation protocols and contact police

Fill out the form below to retain and document important information about a Suspicious Vehicle. This card will be useful when reporting to police and/or UJA Community Security

YOUR NAME

TIME & DATE

REGISTRATION

CONTACT NUMBER

MAKE/MODEL

SPEED/DIRECTION

COLOUR

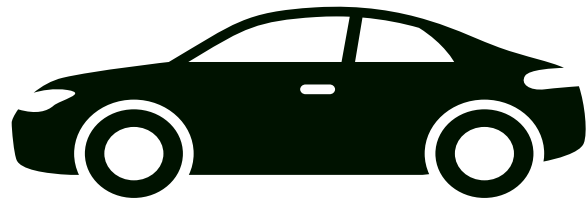
NO.OF PERSONS (MALE & FEMALE)

VEHICLE TYPE

EXTERNAL FEATURES (ROOF RACK/SUNROOF)

NO.OF DOORS

DAMAGE/CONDITION



LOCATION OF VEHICLE

REASON FOR SUSPICION

ADDITIONAL INFORMATION

Fill out the form below to retain and document important information about a Suspicious Person. This card will be useful when reporting to police and/or UJA Community Security

YOUR NAME

TIME & DATE

GENDER

NAME OF SUSPECT (IF KNOWN)

COLOUR/RACE

CONTACT NUMBER

AGE

HAIR COLOUR/STYLE

HEIGHT

FACE DESCRIPTION
(SHAPE, EYE COLOR, GLASSES,
FACIAL HAIR, JEWELLERY ETC)

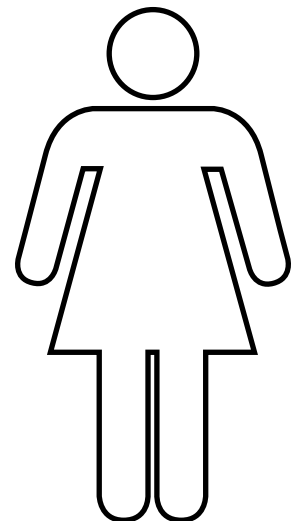
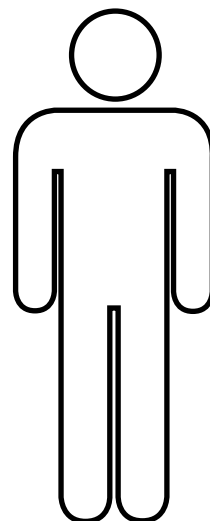
BUILD

BODY MARKINGS (TATTOOS/SCARS/MOLES)

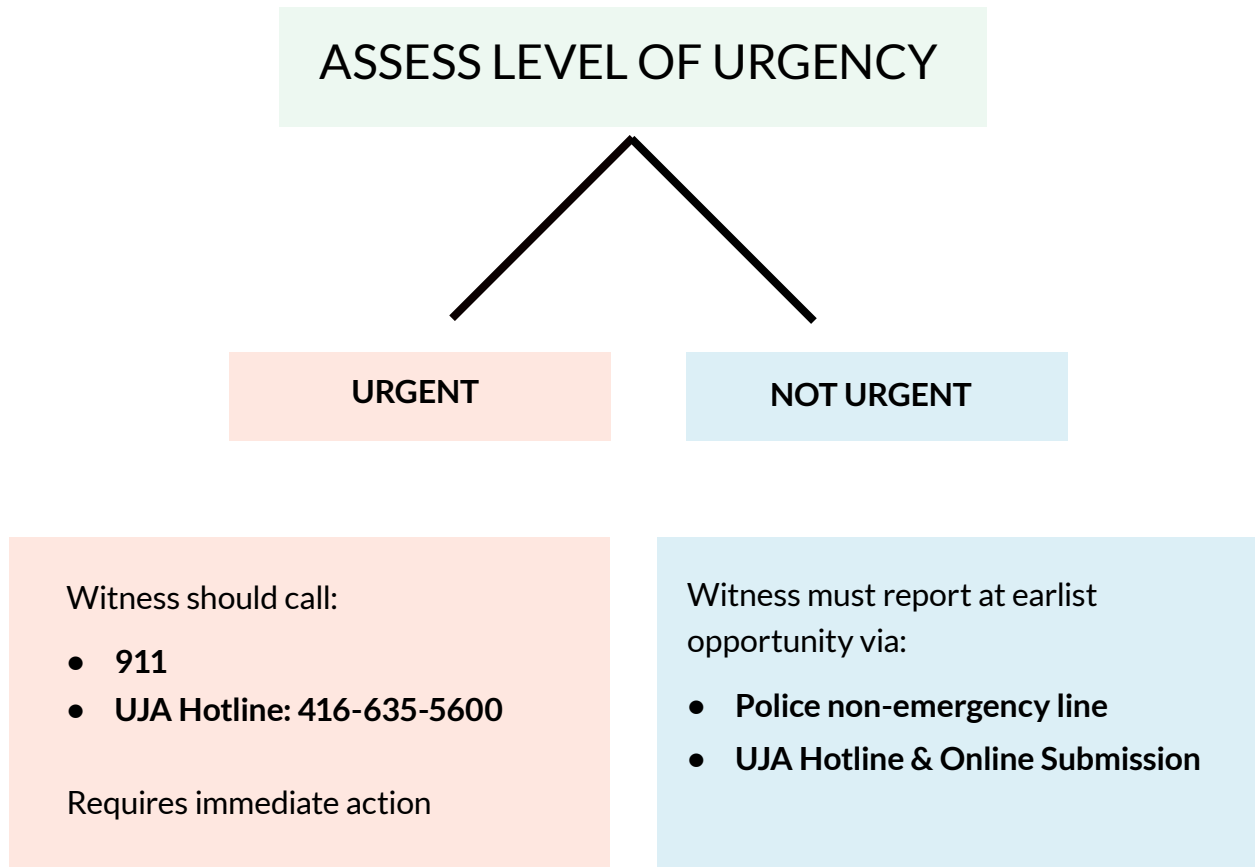
DISTINGUISHING FEATURES

MANNERISMS / ACCENT

ADDITIONAL INFORMATION/LOCATION



REPORTING PROCEDURES



*On Shabbat you can ask the security guard or another person to contact police, however, if you are the witness you must be available to speak to the police.

NOTES:

DISCLAIMER: The purpose of this information is to assist you in promoting your security awareness and reinforcing your culture of security preparedness and resiliency. The information provided by UJA Federation of Greater Toronto is for general information purposes only and does not constitute advice or an opinion of any kind. In particular, UJA Federation's Security Team is not investigating or providing advice about your facility or event security plans, your emergency plan and/or your compliance responsibilities. Users of this information expressly deny any right to any claim against UJA Federation and/or its subsidiaries, affiliates, officers, directors, employees, agents, and contractors, including claims arising from personal property damage, injury and death related to any security, emergency and/or other incidents.



UJA FEDERATION
of Greater Toronto